

# hro partners

powerful. simple. hr solutions

Helping companies grow and become more profitable by employing better people strategies!

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Greetings!

You have been chosen to receive our monthly newsletter...*Free!* If this is your first issue, then welcome! We appreciate the opportunity to share best practices in leadership, management, personal and professional growth, recruiting, retention, and other areas critical to your success.

**Inside this issue:**

[Bakers Dozen](#)

[The Latest and \(Maybe\) Greatest New Company Benefit](#)

[4 Ways to Keep Your Interviews Bias-Free](#)

[HR Wisdom](#)

[In The News](#)

[Areas of Expertise](#)

Again, thanks for your readership.

Enjoy your newsletter!

The HRO Partners Team

<http://www.hro-partners.com>

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## Baker's Dozen

**Baker's Dozen: 13 mind bending thoughts on community, HR, leadership and life from our founder**

1. **18,000 Jobs:** Number of positions that went unfilled in the Memphis area last year. Rather than staring at this number in awe, we worked with GMACW to conduct a study of labor demand that will be used to change the direction of educational providers in the Memphis area. The results are coming out soon, so stay tuned.
2. **Training Millennials:** This group is walking the fine line of infamy and fame in the workplace. We have developed one of the top rated training programs for millennials called MILE. Check out the [article below](#) and sign up to train one with us so you can learn how to work with them in the workplace and maybe they will learn something too.

3. **Millennial Benefits:** Smart employers are adapting their benefit programs to get ahead of the new social contract that millennials are bringing to the workplace. [See article below](#) on one of the hottest new benefits being offered and let us know if we can help you design your own version.
4. **8 Billion Hours:** The amount of extra time American Commuter's spent stuck in traffic last year. That equates to 50 total hours per worker on average or a week's worth of vacation. So what are you going to do about it for your workforce?
5. **Top Grading:** This method is well regarded as one of the best ways to select talent. Check out "Who" by Geoff Smart. If you would like to apply this to your next hiring process, we are here to help.
6. **FLSA Changes:** The new and painfully anticipated Overtime Regs./FLSA Updates are upon us. Please get ahead of this as fast as you can and watch our news page for updates. If you are not communicating with your employees you are not participating in the conversation they are already having around the watercooler...
7. **Lifting while we climb:** If we all embraced this philosophy in life we would be better off as a society and "the gap" would not be nearly as wide. We are embracing this philosophy in our corporate value that we call "The world is Round" It is about keeping the gifts you get flowing around the world and it works.
8. **Kill the Rule:** Recently I was invited to participate in a panel discussion on Insure TN hosted by Chairman Sexton and quoted in an article in [Commercial Appeal](#) . I believe that we all need to ask why a few more times to get to the root cause of healthcare costs. One of the areas is in regulation overload this is an areas that small businesses, hospitals, insurance companies and consumers are all sharing in the pain. The SBA estimated the cost to businesses of over \$10,000 a year in 2008 and do you know how many regs. have been passed since then...
9. **Workplace Rule Killing:** Recently we conducted an all staff survey where each person made a list of 2-3 replies to 4 questions. What should we "start doing, stop doing, keep doing and change"? I am sitting down with every person and taking action immediately, try it and let me know how it goes.
10. **Employability Skills:** I am on a personal mission to eliminate "soft skills" and call them employability skills. They are too soft and it is past time to reinvent education to include them in their curriculums. Will you join me in my quest?
11. **Automation will replace 50% of Jobs:** The TN Workforce Disruption Index estimates that 50% of workers or 1.5 Million people will lose their jobs due to automation. We can wither bury our heads in the sand or adjust our training and education programs to help people learn what they need in the new economy. How are you dealing with this? Please reach out and let us know.
12. **Memphis the Next Hot City:** Recently Travel and Leisure magazine profiled Memphis. If you are recruiting to this area, check the article out [online](#).
13. **The Ultimate Question:** Have you ever used the ultimate question to measure employee performance? Check out the [Net Promoter Score](#) and let us know if we can help you implement a system to take your organization to the next level.

Happy to serve,



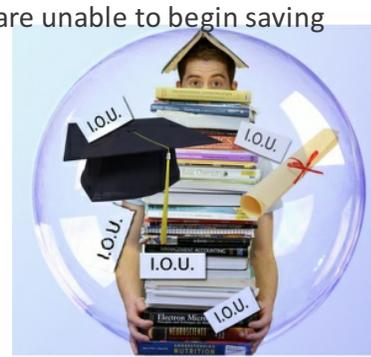
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The Latest and (Maybe) Greatest New Company Benefit

Student debt is painful for college graduates today. They are unable to begin saving toward their 401K, start a family, or even buy a house due to their mountain of student loan debt.

In fact, the debt amounts are so high for these grads that approximately 40% of them are in default on their loans. In one word, this is a PROBLEM.

However, the issue could potentially be remedied by making student debt payoff a benefit of your company.



## 5 reasons to add this benefit to your package:

### 1. Top Talent

If you help college graduates pay off what they owe, then you'll most likely attract the best of the best job seekers. These promising candidates quite possibly could be facing a large debt amount. If you help them pay their loans off, then they will be more likely to accept your position over another company.

### 2. Innovative Concept

The idea to add student debt pay off to a benefits package is, currently, considered to be more cutting edge, different and new. (Perhaps not for long!) Try and be innovative with your benefits package! You'll secure better candidates for your open positions.

### 3. Recruitment Tool

Provide a little inspiration by offering this benefit in the recruitment phase. If you use the student debt payoff as a reason to work for you, then you'll quite possibly grab more attention from job seekers.

Marketing this benefit is essential as you recruit and will make a difference to those poor broke college grads.

### 4. Slow to Implement

A company's slow pace in adding this benefit has been a flaw. Don't let that be your story. Implement it already! Please don't drag your feet. Start now and stand out to those seeking employment.

### 5. Be Different

I know this benefit is a little new feeling. However, don't be the last one around to make it happen! Choose to be different, fresh and original. You'll hire more talented employees and help those grads along the way. Win-win!

Student debt is extreme these days. Job seekers would be entranced by such an offer to help them pay down debt and have a job with your company.

What are you waiting for? Get a jump start on your program and make a difference in the lives of your recently graduated employees.

***Need help designing your student debt payoff benefits program?***

**Contact HRO Partners today!**

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# 4 Ways To Keep Your Interviews Bias-Free

Even if we do not try to be, we can all be biased and partial to others. Some people connect with us right away while others we will struggle to make a connection. When it comes to holding a bias free interview, there are some things you can do that will help you stay impartial to the candidates.



## 1. Ask The Same Questions of All Interviewees

It is easy to get side tracked in conversation with someone that you connect with. Create a standard question list that you ask all interviewees and compare their answers. If you get off topic with them too much, it can cause you to lean one way or another based off of personal connection rather than other criteria.

## 2. Create a Rubric Ahead of Time

Prior to the interview stage, create a rubric of skills that you are looking for in a candidate. List specific skills, both soft and education based. You will want to add cultural fit to your criteria. Just because an individual has the right skill set does not mean they will fit in with the company.

After you are through with the interview, rate the candidate on each section of the rubric. This will help you stay impartial to other interviewees.

## 3. Note Take

It is important that you take good notes during the interview so that you are able to gather the information you need.

Jot down the notes as soon as you dismiss them from the meeting. Doing this while things are still fresh in your mind is vital to keeping facts straight.

This is especially important if you have interviews back to back for a position. What you learn about the person will be harder to recall if you see several people in the same day.

## 4. Ask Other People About the Decision

Run the candidates and data by other people in the company that you trust. Inviting a third party to look at the information will bring perspective to the situation. This person is not personally connected in any way with the interviewee and makes it harder for them to be bias.

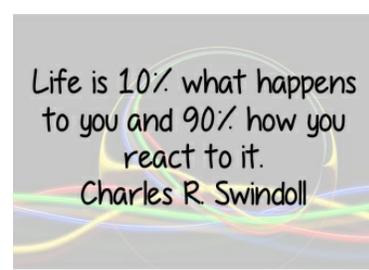
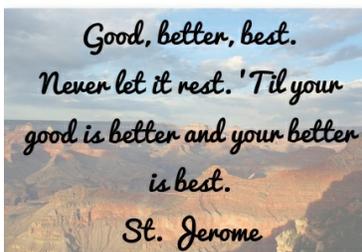
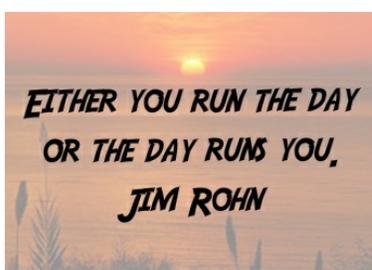
When they ask you specific questions of why you want to hire one person over another, it will help you to justify your answers. If you are unable to come up with sufficient answers as to why you want one candidate over another, it will help you to determine if you are making a bias choice.

*Let us help you find the right talent in your next hiring process.*

**Contact HRO Partners today!**

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## In The News

We are looking to add a "HR Services Practice Manager" to our team. Could this be the right fit for you? [Click Here](#) to learn more about this opportunity.

[Recently MILE was featured in the news!](#) This ground-breaking leadership program is rated as a top 15 mentorship program in the country! A few years back they renamed the program after our CEO who is the co-founder with Dr. Bob Taylor to the J. Austin Baker III MILE Program. You can be a mentor by emailing [mile@memphis.edu](mailto:mile@memphis.edu) and cc [abaker@hro-partners.com](mailto:abaker@hro-partners.com)

Austin Baker, president of HRO Partners, serves as part of House Speaker Beth Harwell's "Tennessee Health Care Task Force". [Read more](#) about the initiative and their dedicated work to expand health coverage to uninsured Tennesseans.

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